

GUIDELINES FOR CALL SYSTEMS

IDAPA 16.03.22.010.15. **DEFINITIONS AND ABBREVIATIONS A THROUGH E. Call System.** A signaling system whereby a resident can contact staff directly from their sleeping room, toilet room, and bathing area. The system may be voice communication; an audible or visual signal; and, may include wireless technology.

IDAPA 16.03.22.250.15. **REQUIREMENTS FOR BUILDING CONSTRUCTION AND PHYSICAL STANDARDS. Call System.** The facility must have a call system. The call system cannot be a substitute for supervision. For facilities licensed prior to January 1, 2006, when the current system is no longer operational or repairable the facility must install a call system as defined in these rules.

The approved system for new construction or conversions or facilities that were licensed prior to January 1, 2006 that had no call or intercom system or the system cannot be repaired – the new system requires that a resident be able to contact staff from the residents bedroom and toilet/shower room. The facility is not required to install a system that has a difference in the ring from the bedroom or toilet/shower room. In addition the central station where the system registers does not have to be manned by staff at all times.

In regards to surveying for a call system the following programs are responsible in the following areas:

- **Building Construction and Fire and Life Safety Program:**
 - Responsible for new construction or conversions – assuring that the system meets the requirements of the rules in regards to installation and function; and
 - During fire/life safety survey, in existing licensed buildings – surveyors are to ask if there is a call system – if answer is yes – surveyors are to check installation and function.
- **Residential Community Care Program (health care):**
 - Responsible for assuring ongoing function during health care surveys.

If the use of a baby monitor system does not provide for resident privacy, such as the facility having the monitors turned on so that staff can hear in the residents room at all times, the situation then may become a core issue at the resident rights requirement. If the resident is unable to get their needs met by accessing staff with the use of a call system or intercom system, it then becomes a core issue at inadequate care or neglect.